



April 8, 2014
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Attention ALL NC Innovations Waiver Providers:

Innovations Waiver Service Providers
Upload Quarterly Progress Reports in Alpha
Effective May 1st, 2014

Per Chapter 14, page 188 of the NC Innovations Waiver Technical Guide, Service providers, Agencies With Choice, and Employers of Record are required to complete progress summaries for habilitative services to reflect the NC Innovations Waiver participant's progress toward the short-range goal and long-range outcomes that have been implemented in the Individual Support Plan for any of the following services:

- Community Networking
- Day Supports
- In-Home Skill Building
- In-Home Intensive Supports
- Personal Care Services
- Residential Supports
- Supported Employment

The Progress Summary should be completed quarterly based on the participant's ISP year and should be completed separately for each service. The quarterly progress note shall be documented within seven (7) working days of the close of the quarterly period.

Chapter 12, page 92 of the NC Innovations Waiver Technical Guide under Provider Agency Role and Responsibilities states that Providers of NC Innovations Services will review and maintain adequate documentation of services making documentation available to Care Coordinators, the PIHP and others as needed. In order to make the quarterly progress summaries documentation available, effective May 1st, 2014, Partners Behavioral Health Management requires all NC Innovations Waiver service providers to upload their quarterly progress summaries for each Innovations recipient in the provider portal of Alpha by the 10th working day of the close of the quarterly period.

The following page describes how to successfully upload the documents in the provider portal of alpha, including the specific file name format and type of document to save it under.

CORPORATE OFFICE:
901 South New Hope Rd.
Gastonia, NC 28054

ELKIN REGIONAL OFFICE:
200 Elkin Business Park Dr.
Elkin, NC 28621

HICKORY REGIONAL OFFICE:
1985 Tate Blvd. SE, Suite 529
Hickory, NC 28602



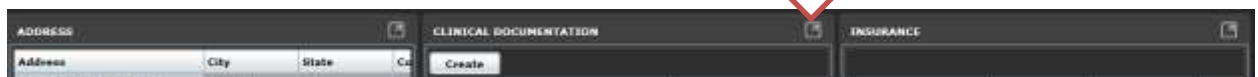
INSTRUCTIONS:
Innovations Waiver Service Providers
Upload Quarterly Progress Reports in Alpha
Effective May 1st, 2014

- When completing and saving Quarterly Progress Reports, save the file in the following format: Recipient's first initial of first name, recipient last name, abbreviation of the service, qpr, month and year of the quarter ending month -example: *if the birthday month is December, the ISP is effective January, the quarterly progress report would be for data collected in Jan., Feb. & Mar. The file name will include March and the year-* (all lowercase, no spaces or special characters, spell out the month and use the YYYY format for the year)

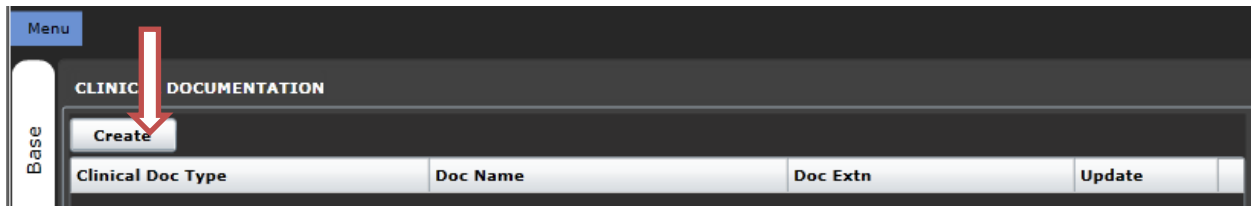
For example:

jsmithrsqprmarch2014 (**residential supports**)
jsmithcnqprmarch2014 (**community networking**)
jsmithdsqprmarch2014 (**day supports**)
jsmithihsbqprmarch2014 (**in-home skill building**)
jsmithpcsqprmarch2014 (**personal care services**)
jsmithseqprmarch2014 (**supported employment**)

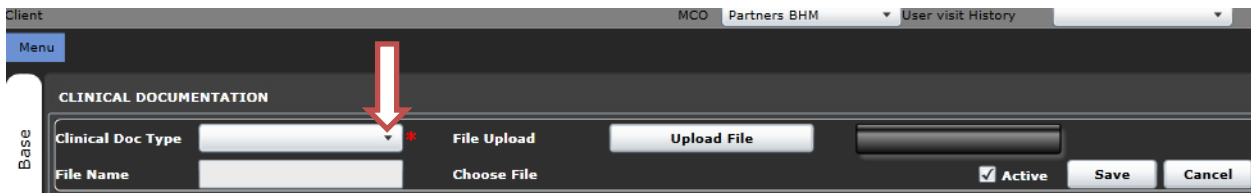
- Log into the provider portal of Alpha
- Click on “**Menu**” in the top left corner
- Click on “**Patient**” and then on “**Patient Search**”
- In the “*Base*” tab you will enter the last name and first name of the individual you are uploading documentation on
- Click “**Search**”
- When the individual you are uploading the documentation on populates, click on the row with their name in it
- You should see a tile named “*Clinical Documentation*”, enlarge this tile by clicking on the arrow in the top right corner of the tile



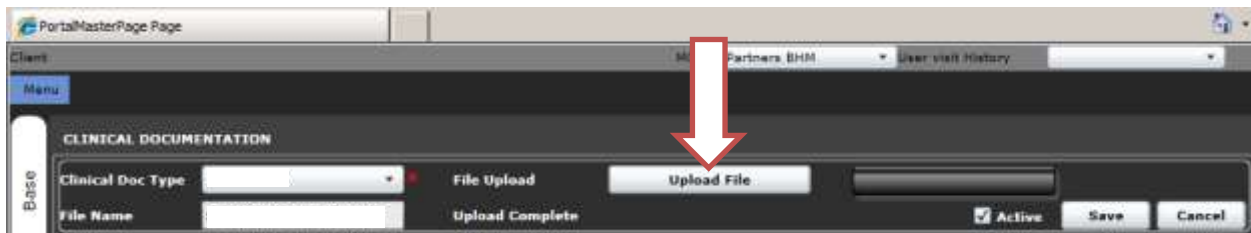
- Click on “**Create**” in the clinical documentation tile



- Click the drop down box for Clinical Doc Type and click on “**Other Reviews & Filings**”



- Complete the other fields as required
- Click on “**Upload File**”



- Find the document in your files and double click on the document
- The File Name box will automatically populate with the file name
- Click on “**Save**”

